

**Management Assessment Subsystem (MASS)
Frequently Asked Questions (FAQs)**
Updated as of 11-02-99

Public Housing Program-Related Questions

1. Are all Public Housing Agencies (PHAs) required to submit a Public Housing Assessment System (PHAS) Management Certification to the Real Estate Assessment Center (REAC)?

All PHAs that operate the Public Housing Program are required to submit a PHAS management operations certification to REAC, with the exception of some of the PHAs that are under the Moving-to-Work Program.

2. Are PHAs required to submit the management operations certifications to REAC electronically?

Yes. PHAs are required to electronically submit certification on performance under each of the management operations sub-indicators.

If a PHA does not have the capability in-house to electronically submit the certification, the PHA should consider utilizing local resources, such as the library or another local government entity that has Internet access. In the event local resources are not available, a PHA may go to the nearest HUD Public Housing (PH) program office and assistance will be given to the PHA to transmit the PHAS management certification.

3. Given HUD's new electronic submission requirements, will PHAs be required to maintain a hard copy of the certification in their files and for how long?

It is recommended that each PHA keep a paper record of their MASS submission for use with their Board of Director's resolution approving the MASS certification. Each Board resolution is given a resolution number and date, and those will be required to make the electronic MASS submission. Downloading and printing the PHAS certification form will give you a ready-made certification document, and

since it is identical to the electronic pages in MASS, it will also give you a chance to put everything down on paper before entering the system, thereby making the submission process a lot faster and easier.

In addition, the Department is placing extra emphasis on the importance of a PHA's maintenance of documentation to support its PHAS certification (especially documentation related to Management Operations Certification Form HUD-50072). Without documentation, an independent auditor review is impossible and a PHA is subject to scoring a zero for PHAS indicators requiring PHA self-certification. Therefore, a PHA is required to maintain documentation related to its PHAS score for a period of three years.

4. When are PHAs expected to begin submitting the required management operations certifications electronically to REAC?

The PHAS becomes effective for all PHAs with fiscal years ending on and after September 30, 1999. PHAs with fiscal years ending September 30, 1999, are the first to submit electronic management operations certifications. Certifications are to be submitted within two months after the end of the PHA's fiscal year.

5. Where can a PHA obtain information pertaining to PHAS and the Management Assessment Subsystem (MASS)?

For information on PHAS and MASS, please visit the REAC website on the HUDweb. REAC's website address is <http://www.hud.gov/reac>. The MASS website address is <http://www.hud.gov/reac/MASS/index.html>.

6. Will HUD/REAC provide any guidance or training on MASS and the new electronic submission requirements?

A Quick Reference User Guide and an Instruction Guidebook for Completing Public Housing Assessment System Management Operations Certification, Form HUD-50072, are available on REAC's website. At the end of each quarter (September 30, 1999; December 31, 1999; March 31, 2000; and June 30, 2000), the REAC will send each PHA with the appropriate fiscal year end date a copy of the MASS training video. Approximately one month after the fiscal year end

date, the MASS Team will host a Question and Answer satellite broadcast to respond to any questions PHAs may have after viewing the video. Please visit HUD's website for the most up-to-date information.

7. How will PHAs be scored on their management operations certifications?

Of the total 100 points available for a PHAS score, a PHA may receive up to 30 points for its management operations certification. In order to receive a passing score under the management operations indicator, the PHA's score must fall at or above a minimum threshold of 18 points or 60 percent of the available 30 points. The 30 points will be allocated in the following manner:

- 8 points - Vacancy Rate/Progress to Reduce and Unit Turnaround Time
- 6 points - Capital Fund
- 4 points - Rents Uncollected
- 4 points - Work Orders
- 4 points - Inspection of Units and Systems
- 4 points - Security and Economic Self-Sufficiency

8. We have a unit that was leased, vacant, leased again, and vacant again, all during the assessment year. How do we count it in the vacancy calculation?

This question relates to MASS Sub-indicator #1(Vacancy Rate and Unit Turnaround Time), Component #1 (Vacancy Rate), Element #V10400 (Total number of actual vacancy days). Using the rent roll or other supporting records, the PHA should count the number of vacant days in the immediate past fiscal year for the unit mentioned above.

9. If someone moves out on the very last day of the fiscal year, do we count his or her rent owed in R10000 for the next assessment year?

This question relates to MASS Sub-indicator #3 (Rents Uncollected), Element #R100000 (Dwelling rent owed by residents in possession at the beginning of the assessed fiscal year, carried forward from the previous fiscal year). If moving out of the unit means that the

resident is no longer in possession of the unit, then the PHA would not count the rent owed for the next assessed year. This element is for rent owed by people who are still residents at the start of the new fiscal year.

10. We corrected two findings from a previous Corps of Engineers review of physical work and all three physical work findings from the last Corps review but it won't accept these in CF12400. Why?

This question relates to MASS Sub-indicator #2 (Capital Fund), Component #4 (Quality of the physical work), Element #CF12400 (The number of findings related to the quality of physical work that has been corrected by the PHA). According to Element # CF12300, the number of findings to the quality of physical work, the PHA will enter the number of findings generated by the last on-site inspection and/or audit related to the quality of the physical work that was provided to the PHA by HUD 75 days prior to the assessed fiscal year end. Element #CF12400 can not exceed the number of findings found in Element # CF12300 because this component relates to the most recent on-site inspection and the finding generated out of that inspection. Previous inspections do not apply to this component. Any repeat findings should have been included in the most recent inspection audit report.

11. Can someone other than the Executive Director enter the certification data in the Management Assessment Subsystem (MASS)?

The certification shall be approved by PHA Board resolution, and signed and attested to by the Executive Director. The PHA may designate an individual to perform the data entry. The PHA will be responsible for electronic submission of the certification to REAC through HUD's Secure Systems. Instructions to apply for a coordinator or "User ID" in HUD's Secure Systems can be found at REAC's website http://www.hud.gov/reac/apply_message.html.

12. What does the terminology "Capital Fund" mean?

Capital Fund is Sub-indicator #2 under the PHAS Management Operations Indicator #3. Capital Fund replaces the PHMAP Indicator #2, Modernization. The Capital Fund sub-indicator examines the

amount and percentage of funds provided to the PHA from the Capital Fund under section 9(d) of the U.S. Housing Act of 1937.

13. If comments are entered on the Comment Page, will they effect the PHA's overall score?

Comments entered in the text box of the Comment Page will not effect a PHA's overall score. Comments are for advisory purposes only and are not required as part of the MASS submission.

